

Abbeyfield Society (The)

The Firs Nursing Home

Inspection report

700 Mansfield Road
Sherwood
Nottingham
Nottinghamshire
NG5 3FS

Tel: 01159531123
Website: www.abbeyfield.com

Date of inspection visit:
21 October 2020

Date of publication:
02 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

The Firs Nursing Home can accommodate 31 older people and people living with dementia and nursing needs in one adapted building. Accommodation is provided on three floors; a passenger lift is available. At the time of our inspection 18 people were living at the service.

People's experience of using this service and what we found

Improvements had been made to the systems and processes that monitored the quality and safety of the service. Audits and checks were robust and up to date. The provider had a detailed action plan to continually drive forward improvements and a more stable, positive and committed staff team.

A new experienced registered manager had been appointed, who had provided good support and leadership to the staff team. Staff were clear about their roles and responsibilities and supported people effectively. People received person centred care and treatment and achieved positive outcomes. The registered manager had developed an inclusive and transparent service.

People who used the service were positive about the care and treatment they received. They felt involved in their care and spoke positively about the registered manager and staff team.

Staff morale had improved, and staff were positive about their role and felt well supported. Staff spoke highly of the registered manager and their leadership style and support.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was requires improvement (published 8 January 2020) and there were three breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection, we found improvements had been made in the breach of regulation we followed up and the provider was no longer in breach of this regulation.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 17 Good governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains Requires Improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

The Firs Nursing Home

Detailed findings

Background to this inspection

The Inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 17 Good governance. of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

The inspection was completed by one inspector and one assistant inspector.

Service and service type

The Firs Nursing Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Notice of inspection

The inspection was announced. We gave the provider 10 minutes notice because we needed to check the current Covid-19 status for people and staff in the service.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

During the inspection we spoke to four people who used the service about their experience of the care provided. We also observed staff interacting with people. We spoke with the registered manager, a senior care worker and a care worker. We also spoke with a visiting community nurse. We reviewed a range of records. This included in part, two people's care records. We also reviewed a variety of records relating to the management of the service, including audits and checks on health and safety.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection, this key question was rated as Inadequate. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- People received safe care and treatment from a staff team who were competent and understood their roles and responsibilities and were accountable.
- Staff reported they felt well supported by the registered manager, and improvements had been made to communication and organisation. One staff member said, "All the changes that the new manager has made have had a positive effect on the place."
- People were positive and complimentary about the caring approach of staff and the leadership of the registered manager. One person said, "The staff are very good, I've never had a problem, a good crowd."
- We observed staff to be organised, and they worked effectively together, and this created a relaxed and welcoming atmosphere.
- The service was managed by a new registered manager who was experienced, dedicated and committed to further drive forward improvements. The registered manager was clear about the standards of care they expected of staff and provided good leadership and support. The registered manager said, "I'm out on the floor daily and my office door is always open, I like to make myself available to staff."
- The registered manager had an improvement plan that they continually reviewed and added to as a method to further improve the service.
- Systems and processes used to monitor quality and safety were being used effectively to ensure people received a consistent safe and effective service.
- Audits and checks were found to be detailed and up to date and the registered manager had good oversight of performance and risks.
- The provider and registered manager was meeting their registration regulatory requirements, in informing CQC of notifiable incidents as required by law to enable monitoring of the service. The provider's inspection ratings were displayed as required.

Continuous learning and improving care

- Continued improvements were made at the service. Effective assessment tools were used to record, monitor and analyse incidents, accidents, weights and wound care. Call bell monitoring was regularly completed to review if improvements were required. Documentation was detailed, followed best practice

guidance and was up to date. Information was regularly reviewed and used to identify any learning to drive forward improvements.

- Staff were supported in their learning and development. The registered manager told us how they observed staff practice and held individual and group staff supervision to support staff development.

Working in partnership with others

- External feedback was positive in how the service had improved under the leadership of the current registered manager. They told us referrals were appropriate and any recommendations made were implemented.
- Comments included, "The manager is very forthcoming, a lovely, nice person who is open and honest. They have made positive changes, we have good communication with the staff, who are always willing and helpful."